

Title	ADASTRA V3 – SERVICE CONTINUITY TRACKER			Number	A06
Effective From:	12.06.09	Duration:	No end date	Review:	01.09.24
Author:	Jag Kaler			Version:	1.4
Other Ref:					
Contacts:	Andrew Savage, Konrad Kobic, Tom Payne				

Version Control

DATE	CHANGE	CHANGED BY
12.06.09	Original Version	JK
05.05.10	Version 1.1	JK
10.02.15	Reviewed, no change	JK
19.05.16	Reviewed, no change	PM
24.09.21	Reviewed, Amended Call Centre Location.	KK / TP

Overview

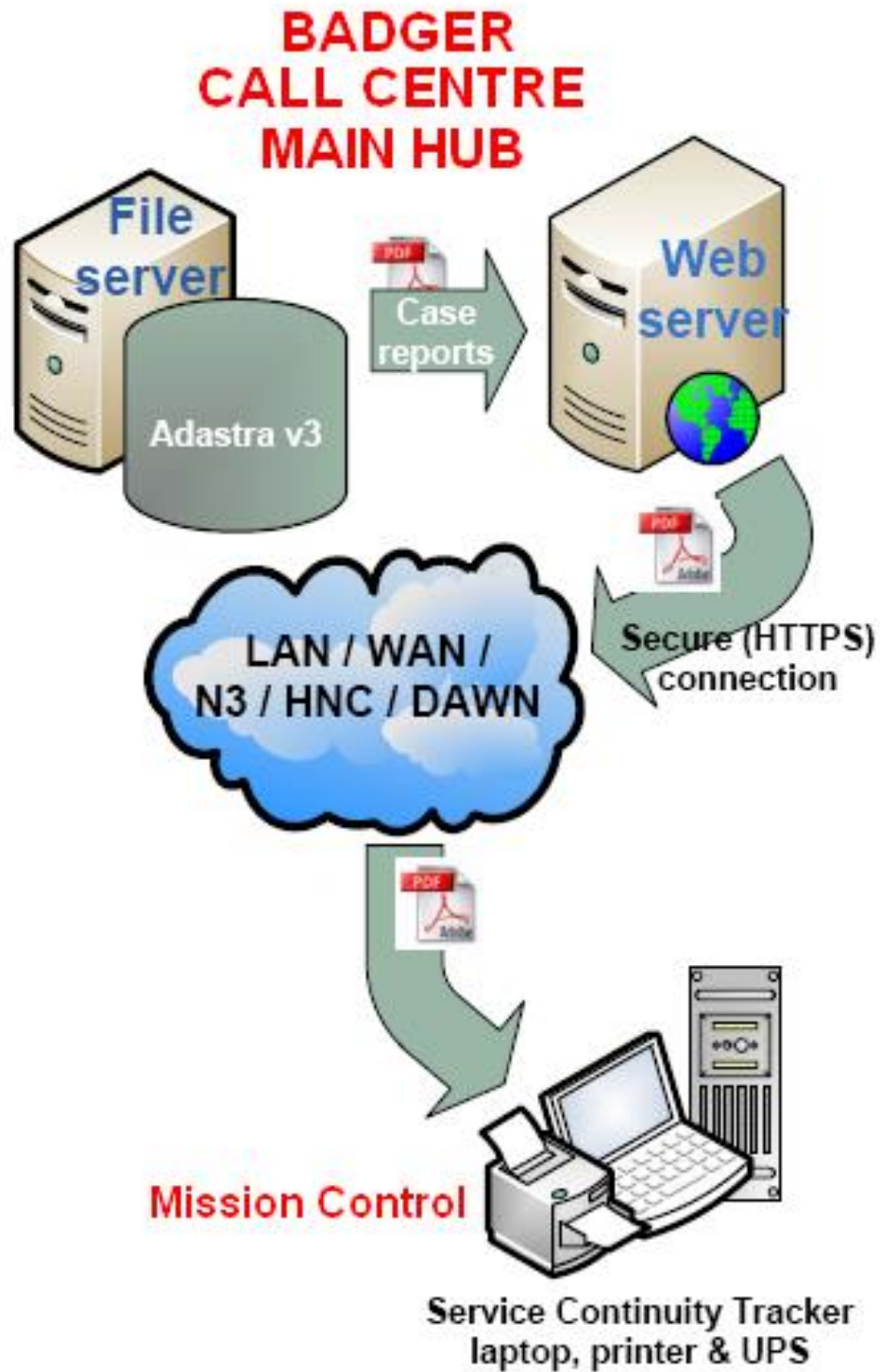
The Service Continuity Tracker (SCT) module is designed to enable BADGER to continue to deal with live cases in the event of a major catastrophe.

Features

The SCT module stores and displays both live cases and those processed within the last 24 hours, and enables staff to contact patients in the event of a major catastrophe. Fire, flood, a power cut or a total system failure could all leave the Adastra system unavailable to operators, potentially stranding patients in the middle of a care episode. Using the SCT, staff can view or print a list of all live cases, together with details for each case, thus enabling patients to be called back and care to continue. Running on a dedicated laptop, the SCT module receives a constant feed of cases from the Adastra database. Using a BADGER case report, a PDF file is generated each time a case is updated, and stored locally in the SCT database, enabling staff to quickly and easily see important individual case information. Operators can print either a list of live cases for use in an emergency, or a list together with a detailed case report for each live case.

Service Continuity Tracker Monitoring

Staff throughout the organisation can clearly see whether the Service Continuity Tracker module is live by checking its status in their v3 Interface Status menu option (subject to user rights). The SCT laptop can therefore be safely installed in a location best suited to its use in an emergency, which might not necessarily be the service's control room.



Location

The Service Continuity Tracker is located on the First floor of The BADGER Call Centre, Units 1 & 2, Bourne Road. Aston, Birmingham. B6 7RD. Within the BADGER call centre.

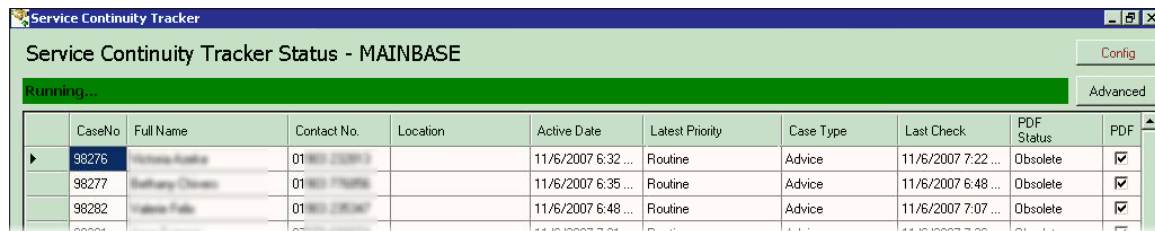
The SCT is located behind the Team Leaders next to the Assistant Team Leader's Stations.

Access to Bourne Road Call Centre

Mission Control is manned by a Duty Team Leader at all times during the OOH period.

All staff members will have a BADGER ID card which will allow access to the call centre using the key card to activate the door at the main entrance.

Service Continuity Tracker



The screenshot shows the 'Service Continuity Tracker Status - MAINBASE' window. It features a 'Running...' status bar and an 'Advanced' button. The main data is presented in a table with the following columns: CaseNo, Full Name, Contact No., Location, Active Date, Latest Priority, Case Type, Last Check, PDF Status, and PDF. The table contains several rows of data, with the first three rows being visible in detail.

CaseNo	Full Name	Contact No.	Location	Active Date	Latest Priority	Case Type	Last Check	PDF Status	PDF
98276	Victoria Andrie	01 980 120013		11/6/2007 6:32 ...	Routine	Advice	11/6/2007 7:22 ...	Obsolete	<input checked="" type="checkbox"/>
98277	Anthony Charles	01 980 120016		11/6/2007 6:35 ...	Routine	Advice	11/6/2007 6:48 ...	Obsolete	<input checked="" type="checkbox"/>
98282	Valerie Patis	01 980 120017		11/6/2007 6:48 ...	Routine	Advice	11/6/2007 7:07 ...	Obsolete	<input checked="" type="checkbox"/>

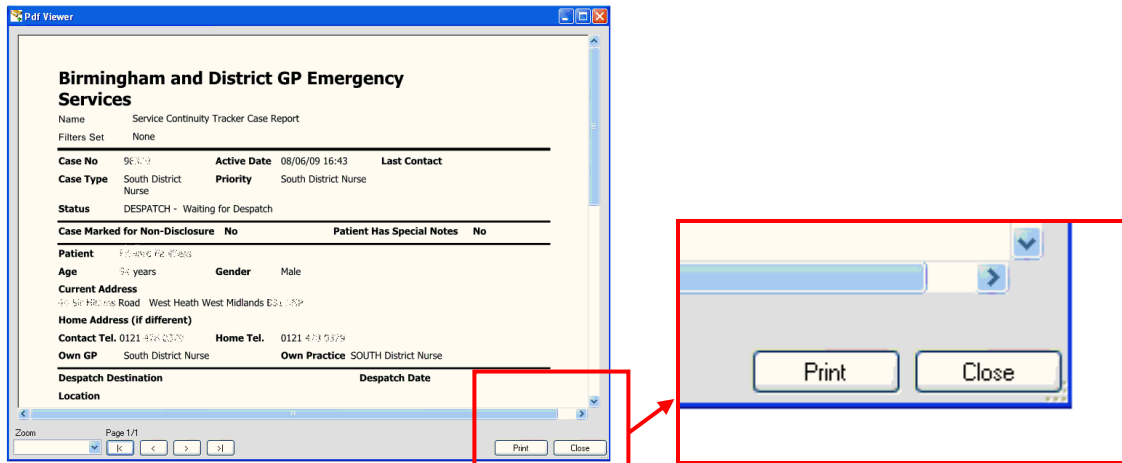
The Service Continuity Tracker stores only the last 24 hours-worth of cases, on a rolling basis, deleting older case details as newer ones are stored. In this way information displayed and stored is kept to only that which is necessary in an emergency, and the SCT laptop hard disk does not rapidly fill up and cause additional problems.

The following fields appear on the Service Continuity Tracker screen:

- Case Number
- Full Name
- Contact Number
- Location
- Active Date
- Latest Priority
- Case Type
- Last Check
- PDF Status
- PDF

Printing Cases

To print an individual case – double click on the case in question and the following screen will appear and then click print.



To print all cases – from the main screen select the following;

- Print List – To print in list format
- Print All – To print all case sheets in PDF format

